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August 2009

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***TOTAL QUALITY MANAGEMENT***

***TRAINING***

***VIOLENCE IN THE WORKPLACE***

## ***AMERICANS WITH DISABILITIES ACT***

**The ADA maze: what you can do.** (West Des Moines, IO: American Media Incorporated, 1991) 16 minutes. Includes training leader's guide. Call # VT 0114

Provides a summary of the ADA to help inform managers, supervisors, and team leaders within your organization of the broad effects of ADA.

**Nobody's burning wheelchairs.** (Chicago, IL: National Easter Seal Society, 1992) 18 minutes. Call # VT 0040

Explains the Americans with Disabilities Act and profiles several disabled persons on the job.

**Part of the team: people with disabilities in the workforce.** (IBM Corporation, 1990) 18 minutes. Call # VT 0341

Focuses on ten disabled persons who are successfully functioning in the work force. Also highlights the supervisors and companies that employ these individuals and the modifications made to accommodate the special employee.

**People first: serving and employing people with disabilities.** (Chicago, IL: ALA Video, 1990) 38 minutes. Includes discussion guide. Call # VT 0136

Demonstrates ways to break down both physical and attitudinal barriers in libraries seeking to serve patrons or employ individuals with disabilities. (Although the video has a library setting, information can be adapted for any governmental setting.)

**Supervising an employee with a disability: situations in the workplace.** (Columbus, OH: Irene M. Ward & Associates, 1999) 56 minutes. The videos include two versions of the program: version 1: closed-captioned; version 2: audio descriptor open captioned. Call # VT 1050

This program is intended to provide a real-life look at issues and solutions in the work place, with actual employers, supervisors, and employees with disabilities sharing their experiences and taking us step by step through orientation, training, and ongoing supervision.

## ***ATTITUDES***

**Attitude: your most priceless possession.** (Los Altos, CA: Crisp Publications, 1990) 25 minutes. Includes leader's guide and workbook. Call# VT 0199

Career success depends on both good work skills and human relations competencies. This program helps people use eight techniques to build and maintain positive attitudes. Video points out that temporary letdowns are normal.

**The attitude virus: curing negativity in the workplace.** (Carlsbad, CA: CRM Films, 1997) 29 minutes.

Includes leader's guide. Call# VT 0430 and DVD Call # VT 1172

Demonstrates a five-step process for fostering positive work-related attitudes while curing and preventing negative attitudes. Managers discover the major impact they have on other people's attitudes, both in the example they set and in the communication skills they use.

## **BEHAVIOR MODIFICATION**

**The Galatea effect: managing the power of expectations.** (Carlsbad, CA: CRM Films, 1988) 20 minutes. Includes leader's guide. Call# VT 0102

Explores the self-fulfilling prophecy, focusing primarily upon the effect of self-expectations and how they interact with the expectations of others. A sequel to **The Pygmalion Effect**.

**Productivity and the self-fulfilling prophecy: the Pygmalion effect.** (Carlsbad, CA: CRM McGraw-Hill Films, 1987) 27 minutes. Includes instructor's guide. Call# VT 0309

Shows how the powers of expectation, or the Pygmalion effect, can be used as a positive or negative influence on behavior. Illustrates the way this process occurs and shows how management can use it as a tool for the benefit of both the organization and the individual.

## **BUSINESS ETIQUETTE**

**10 golden rules for the workplace.** (Cicero, NY: PDA, 1998) 43 minutes. Includes guide. Call# VT 1005.

Video designed to help teens or young adults just starting out in the workforce, individuals with soft work histories and seniors returning to the job market. Presents a series of workplace etiquette tips and "unwritten rules" applicable to most, if not all, employment situations. Provides examples of simple, timeless behaviors that everyone appreciates and promotes diligence, respect, loyalty, and sound performance as the basic goal of all employees.

## **COACHING**

**Coaching and counseling: case studies.** (Chicago, IL: Encyclopedia Britannica Educational Corporation, 1989) 15 minutes. Call # VT 0302

Shows what not to do during manager-employee coaching, counseling and evaluation sessions. Gives managers self-evaluation techniques that will enable them to eliminate employees' negative attitudes and behaviors.

**Coaching.** (Del Mar, CA: CRM McGraw-Hill Films, 1983) 25 minutes. Includes leader's guide. Call # VT 0291

Examines the concept of coaching as applied to business. Vignettes demonstrate the effectiveness of coaching as a managerial tool for employees' development and identify potential barriers that can hamper successful coaching.

**The helping hand: coaching skills.** (London: Video Arts, 1990) 38 minutes. Includes discussion leader's guide and participant guide. Call # VT 0034

Part 1: discusses why and how to get started with the employee and some of the common pitfalls of coaching. Part 2: demonstrates some techniques by giving some useful coaching questions and examples.

**The practical coach.** (Media Partners Corp., 1997) 24 minutes. Includes booklet. Call # VT 1004

An everyday guide to encouraging good work, correcting poor work, using good judgement and caring about each member of your team.

## **COMMUNICATION SKILLS**

**Accountability that works! Carlsbad, CA: CRM Learning, 2003.** 24 minutes in VHS and DVD + PowerPoint presentation on CD, Leaders guide and participants manual. Call # VT 1143

Provides everyone in your organization with the tools they need for a greater sense of empowerment, a higher level of effectiveness, and increased productivity. Allow viewers to observe these processes at a manufacturing plant, software design firm, and medical facility. Illustrates how to: ensure every task has a clearly defined owner and agreement; empower all to keep agreements; hold others accountable for their agreements; be accountable without being defensive; learn from mistakes, continually improving personally and professionally.

**Communicating non-defensively: Revised edition.** (Carlsbad, CA: CRM Films, 1994 Revised edition) 20 minutes. Includes 1 DVD, leader's guide and participant workbook.

Call # VT 1154

Uses a series of vignettes to illustrate common examples of defensive behavior. Shows steps to ease this behavior with the viewpoint of enhancing relationships with both subordinates and superiors.

**Smart questions.** (Watertown, MA: American Management Association, 1988) 30 minutes. Includes leader's guide. Call # VT 0433

Based on observations of how successful people communicate. It covers a five-point strategy to teach employees how to harness the power of questions. Employees will learn to reach more creative solutions, solve conflicts, improve communication, identify real obstacles, etc.

**The Asoh defense: managing blame and forgiveness.** (Carlsbad, CA: CRM Films, 1990) 14 minutes. Includes leader's guide. Call # VT 0204

Shows the advantages of using truth to break the cycle of blame in organizations, allowing us to learn from mistakes.

**Conflict communication skills.** (Orange, CA: American Training Resources, 1995) 14 minutes. Includes guide. Call # VT 0701

How to manage conflict resolution by using effective communication skills. Includes several dramatized situations as examples.

**Conversations that work.** (Watertown, MA: American Management Association, 1990) 30 minutes. Includes leader's guide. Call # VT 0165

Presents a model-based system for improving face-to-face interactions and achieving business goals through conversation.

**Verbal communication: the power of words.** (Carlsbad, CA: CRM Films, 1992) 29 minutes. Includes leader's guide. Call # VT 0307

Explains the five basic elements of successful interpersonal communication: speaker, language, environment, listener, and feedback.

**You know what I mean?** (Carlsbad, CA: CRM Films, 1990) 27 minutes. Includes discussion leader's guide. Call # VT 0572

Shows car racing footage and recognizes the impact of communication breakdown on a team's performance and morale. The Discussion Tape accompanying the program video identifies six vital communication skills for sending and receiving clear messages.

## **CONFLICT MANAGEMENT**

**Dealing with conflicts.** (Carlsbad, CA: CRM Films, 1992) 20 minutes. Includes leader's guide. Call # VT 0292

Teaches supervisors and managers how to respond to conflict in the most productive way. Illustrates five conflict resolution strategies: avoidance, giving it back to those involved, imposing a solution, compromise, and collaboration.

**Dinner for Two.** (Oley, PA: Bullfrog Films, 1997) 8 minutes, animated. Call # VT 0867

Peace in the rainforest is disrupted when two chameleons get "stuck" in a conflict. While they battle over "territory" these two small animals realize that their conflict affects not just them, but their whole environment. Luckily for the lizards, a frog observing the fracas turns into exactly what they need ... (no, not a prince) ... a mediator.

**Employee 101: respecting the team.** (Kirkland, WA: Right Brain Video, 1998) 19 minutes. Includes guide. Call #: 1057

Covers issues in the workplace that may cause discomfort and how to avoid those situations, focusing on how to work with others in a team environment.

**Everybody wins: How to turn conflict into collaboration.** (Des Moines, IA: VisionPoint Productions, 2002) 19 minutes. Includes facilitator's guide, participant's guide, and self-study workbook. Call # VT 0128

This program will help your employees learn how to recognize three of the most common conflict situations in the workplace and how to ensure win-win resolutions that will increase productivity in your organization.

**Managing conflict in the workplace.** (Santa Ana, CA: American Training Resources, Inc., 1999) 19 minutes. Includes booklet. Call # VT 1045

Managers and supervisors become familiar with proven methods on how to avoid workplace violence by diffusing workplace conflict.

**Working with difficult people.** (Carlsbad, CA: CRM McGraw-Hill Films, 1984) 25 minutes. Includes leader's guide. Call # VT 0294

Presents methods for working with difficult behavior, both aggressive and passive. Situations presented cover employee-boss, boss-employee, and employee-employee.

## **COPYRIGHT**

**It's illegal: a video primer on copyright compliance.** (Frederick, MD: Training Media Association, 1991) 10 minutes. Call # VT 0130

This video primer shows how the copyright law pertains to duplication and other distribution of videotapes. Hosted by Edwin Newman.

## ***COUNSELING***

**This is going to hurt me more than it hurts you: the bad news interview.** (Northbrook, IL: Video Arts, 1989) 28 minutes. Includes leader's guide and booklet. Call # VT 0200  
Demonstrates how to get disappointed employees to accept unwelcome decisions without long lasting and damaging bitterness. Uses a series of entertaining and instructive sketches.

## ***CREATIVE THINKING***

**A whack on the side of the head.** (Watertown, MA: AMA Film Video, 1987) 12 minutes. Call # VT 0284  
Shows that people often stifle their own creativity instead of unlocking their minds for innovation. This film helps stimulate thoughts on creative thinking.

## ***CUSTOMER SERVICE***

**An invisible man meets the mummy, or how to serve the customer you didn't know you had without getting wrapped up in red tape** (government version). (Carlsbad, CA: CRM Films, 1994) 19 minutes. Includes leaders guide and participant guide. Call # VT 0055 and DVD Call # VT 1173  
Explores the complex relationship between the public service worker and their sometimes invisible customers, whether they are "external" as in the case of the public, or "internal" such as a worker in another department or agency.

**Colleagues as customers.** (West Des Moines, IA: Training Alternatives, American Media Inc., 1992) 34 minutes (part 1: 25 minutes and part 2: 9 minutes). Includes trainer's guide. Call # VT 0005  
This training package, which combines the concepts of quality and service, looks behind the business issues and focuses on helping people develop appropriate attitudes and behaviors in relation to their colleagues. Also helps people understand their role as part of the service chain and their contribution to service delivery at the front line of the organization. Part 1 - Understanding Internal Customer Care. Part 2 - Triggers.

**Glad I could help: real customer service situations for discussion.** Des Moines, Iowa: VisionPoint Productions, 2002. 21 minutes. Facilitator's guide, participant workbook and self-study workbook. VT 1141  
How to respond positively in difficult customer service situations and provide consistent, high-quality service.

**It's your call: remarkable customer C.A.R.E. on the phone.** (Portland, OR: CMD Publishing, 1999) 25 minutes. Includes leaders guide and workbook. Call #: VT 1055  
Uses interesting, poignant and humorous scenes from a shopping mall and more traditional business vignettes to illustrate the four effective keys: Connected, Attentive, Responsible, Enthusiastic (C.A.R.E.). Explains that customer service professionals excel by choosing to care, and knowing how to care- to make each interaction a positive experience.

**Quality customer service.** (Los Altos, CA: Crisp Publications, Inc., 1989) 25 minutes. Includes leader's guide and workbook. Call # VT 0197

Helps each organization provide quality customer service. Employees will learn how to transmit a positive attitude, identify customer needs, provide for those needs and cultivate repeat business.

**Quality service in the public sector.** (West Des Moines, IA: American Media, 1993) 24 minutes. Includes training leader's guide. Call # VT 0508

Helps employees improve their customer service skills and create satisfied customers with every encounter.

## ***DECISION-MAKING***

**The Abilene paradox.** (Carlsbad CA: CRM Learning) 26\*\* minutes. Includes leader's guide, participant guide and CDROM. Call # VT 0123, DVD Call #: VT 1179 and VT 1176

Management consultant Jerry B. Harvey illustrates the paradoxical nature of mismanaged agreement, describes symptoms of the paradox, probes the reasons behind the behavior, and offers strategies for eliminating collective decision-making confusion.

\*\*The recording contains both first and second editions of this work. The first edition, copyrighted 1984, follows the second and is 28 minutes long. The second edition is about 26 minutes long.

## ***DELEGATION***

**Delegating.** (Del Mar, CA: CRM/McGraw-Hill, 1981) 30 minutes. Includes leader's guide. Call # VT 0348

Examines the concept of delegating by means of scenarios, making viewers aware of some of the hidden traps in delegation, as well as providing basic steps for managers and teachers that can ease the workload.

**Successful delegation.** (Watertown, Mass: AMA Film/Video, 1983) 15 minutes. Includes leader's guide. Call # VT 0286

Presents a series of dramatic vignettes illustrating the basic principles of delegation and the chaotic consequences of no delegation.

**A case of working smarter, not harder.** (Carlsbad, CA: CRM McGraw-Hill Films, 1982) 16 minutes. Includes leader's guide. Call # VT 0293

A manager learns to delegate authority and become more effective.

## ***DISCIPLINE***

**Discipline without punishment.** (Del Mar, CA: CRM McGraw-Hill Films, 1982) 20 minutes. Includes leader's guide. Call # VT 0238



Introduces the concept of "positive discipline," as developed and discussed by management consultant Richard C. Grote. Using vignettes involving supervisors and employees, with commentary by Richard C. Grote and clinical psychologist Susan Forward, shows that discipline can become a positive tool for supervisors to use in helping employees take responsibility for their own behavior.

**I'd like a word with you: the discipline interview.** (Northbrook, IL: Video Arts, 1979) 27 minutes. Includes booklet and discussion leader's guide. Call # VT 0429  
Featuring John Cleese, this film points out common errors in handling discipline interviews and demonstrates how to conduct a successful one.

### ***DISCRIMINATION IN EMPLOYMENT***

**Dealing with discrimination.** (Chicago, IL: Dartnell Corp., 1989) 22 minutes. Includes leader's guide and booklet. Call # VT 0208  
Portrays four different instances of discriminatory behavior to illustrate the range of the problem in the workplace. Explains the legal definitions, delineates rights and responsibilities, and suggests solutions.

**A policy is not enough.** (Santa Ana, CA: American Training Resources, 2000) 17 minutes, leaders guide and participant booklet. Call # VT 1127  
Discusses the key steps leaders must follow to create a respectful workplace including: model respectful behavior, communicate policies clearly and consistently, coach employees to avoid complaints, take all harassment complaints seriously, and allow no retaliation when complaints are made.

### ***DIVERSITY***

**Managing diversity.** (Carlsbad, CA: CRM Films, 1990) 22 minutes. Includes leader's guide. Call # VT 0141 and DVD Call #VT 1171  
Explores cultural diversity in the workplace and shows how to overcome cultural barriers that may be hampering communication and productivity in your organization.

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**With all due respect: promoting a respectful workplace.** (Santa Ana, CA: American Training Resources, 2000) 18 minutes. Includes guide. Call #: VT 1116  
Reviews diversity issues, the right of every employee to work in a respectful environment, and to know the different types of sexual harassment. The video presents methods for stopping harassment.

### ***EMPLOYEE ASSISTANCE PROGRAMS***

**The Dryden file II.** (New York, NY: Motivision, Ltd., 1988) 24 minutes. Call # VT 0322

Portrays how a manager can successfully deal with an employee whose job performance is deteriorating. Both positive and negative methods of handling the situation are presented.

**Substance abuse: reasonable suspicion.** (Orange, CA: American Training Resources, 1996) 15 minutes. Includes questionnaire sheets. Call # VT 0702

Discusses effects of substance abuse in the workplace and ways to observe signs and symptoms of abuse. Explains how to increase workers' awareness of the drug free workplace policies and Employee Assistance Programs (EAP) in the organization.

### ***GROUP DECISION MAKING***

**Groupthink.** (Carlsbad, CA: CRM Films, 1991) 25 mins. Includes leader's guide. Call # VT 0041 and DVD Call # VT 1174

Presents case histories of tragedies such as Space Shuttle Challenger, Pearl Harbor, and the Cuban Bay of Pigs, which resulted from the lack of a natural tendency to achieve agreements for the sake of group unity.

### ***GOAL SETTING***

**How to define goals and objectives.** (Del Mar, CA: McGraw-Hill Training Systems, 1986) 18 minutes. Includes leader's guide. Call # VT 0310

Illustrates the process of defining goals and objectives; helps clarify the difference between goals and objectives; and presents the characteristics of good objectives.

### ***HUMOR IN THE WORKPLACE***

**Humor, risk and change.** (West Des Moines, IA: American Media Corp., 1990) 60 minutes. Includes leader's guide. Call # VT 0132

C.W. Metcalf shows techniques to help individuals survive and thrive during times of change and crisis. Through the use of humor, he provides insight into overcoming the fear of embarrassment and failure. He describes how to access joy in adversity, how to take yourself lightly and your job seriously, how to overcome terminal professionalism, and how to thrive during change. Each of the three parts are 20 minutes long.

### ***INDUSTRIAL MANAGEMENT***

**Thriving on chaos.** (Des Plaines, IL: Video Publishing House, Inc., 1989) 3 VHS cassettes, 97 minutes total. Includes leader's guide. Call # VT 0432

Based on the book of the same title by Tom Peters. Volume 1: Thriving on chaos; Volume 2: If it ain't broke, fix it anyway; and Volume 3: Brains are in. Tom Peters discloses 45 tactics for business success in a time when flexibility, boldness, innovation, and a sense of urgency are crucial.

## **INTERVIEWING SKILLS**

**Brief encounters: managing successful interviews.** (Carlsbad, CA: CRM Films, 1990) 19 minutes. Includes leader's guide. Call # VT 0134

Awakens interviewers to the step-by-step techniques for making correct hiring decisions the first time. Each step allows the interviewer to break through the subjectivity barrier, get accurate information, and make objective hiring decisions.

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**Interviewing: getting beyond the image.** (Virginia Beach, VA: Coastal Video Communications Corp., 1993) 26 minutes. Includes booklet. Call # VT 0717

Shows how to develop interview skills, conduct interviews, and evaluate applicants.

**Legal and effective interviewing.** (Virginia Beach, VA: Coastal Video Communications Corp., 1995) 23 minutes. Includes booklet. Call # VT 0760

Shows how to develop interview skills, conduct interviews, and evaluate applicants.

**More than a gut feeling III.** (West Des Moines, IA: American Media Incorporated, 2000) 32 minutes. Includes leader's training guide. Call # VT 1126

The updated version teaches managers how to hire top-performing employees with Dr. Paul Green's behavioral™ approach to interviewing! This video teaches managers to uncover a job applicant's past work behavior because it is the best indicator to their future work behavior.

**Picking peaches (and avoiding lemons, nuts and flakes).** (Pasadena, CA: Mentor Media, 1998) 18 minutes. Includes participant workbook and facilitator manual. Call # VT 0998

TV personality Jerry ("The Beaver") Mathers introduces the six steps to successful employee selection interviewing. First time supervisors will find the video particularly helpful in guiding them through their first interview session with prospective employees.

**Three-Dimensional Interviewing: evaluating for capability, commitment and chemistry.**

(Des Moines, IA: VisionPoint Productions, 2006) 28 minutes. Includes 1 videocassette, 1 DVD, facilitator guide, facilitator resource guide, participant materials and a booklet.

Call # VT 1160

This program provides participants with the skills and knowledge they need in order to effectively conduct a consistent, structured interview process to hire the best "fit" with the job requirements and organization's culture.

**You be the judge II: the legal side of interviewing.** (West Des Moines, IA: American Media Inc., 2000) 22 minutes. Includes leader's guide. Call # VT 1130.

Provides general information regarding lawful and effective interviewing techniques. Designed to help interviewers create and ask only legally defensible pre-employment

## **LEADERSHIP**

**Be prepared to lead: applied leadership skills for business managers.** (San Francisco, CA: Kantola Productions, 1991) 27 minutes. Call # VT 0479

Part One of this program demonstrates a technique for classifying leadership style into one of our categories: delegation, influence, collaboration, or direction. Part Two discusses adapting leadership style. Part Three will look at the persona of a leader. From the toastmasters International Communication Series.

**The credibility factor: what followers expect from leaders.** (Carlsbad, CA: CRM Films, 1990) 22 minutes.

Includes leader's guide. Call # VT 0177

Examines the critical difference between effective and ineffective leaders - credibility - and describes specific practices that build credibility and fulfill followers.

**Leadership and the one minute manager.** (Des Plaines, IL: Video Publishing House, 1986) 30 minutes. Includes leader's guide. Call # VT 0326

Focuses on leadership styles, how to choose a leadership style, and how to manage expectations and reach agreements.

**Leadership challenge: how to get extraordinary things done in organizations.** (Carlsbad, CA: CRM Films, 1989) 26 minutes. Includes leader's guide. Call # VT 0206

Based on the book **The leadership challenge: how to get extraordinary things done in organizations** by James M. Kouzes. Describes the qualities and characteristics needed for successful leadership in organizations.

**NEW Ordinary people, extraordinary results: true stories of great leadership.** (Carlsbad, CA: CRM Learning, 2008) 36 minutes, includes 1 DVD and discussion guide. Call # VT 1180

Consists of four short films, each highlighting the leadership abilities of a particular individual.

**Tom Peters: the leadership alliance.** (Des Plaines, IL: Video Publishing House, 1988) 64 minutes. Includes viewer's guide. Call # VT 0287

Features Tom Peters on location with four outstanding leaders in the educational community and industrial organizations telling about their leadership styles.

**Trust your team.** (Des Moines, IA: Excellence in Training Corporation, 1985) 30 minutes. Includes leader's guide. Call # VT 0300

Dramatizes the three areas of sharing: the vision, the responsibility, and the glory to help managers and supervisors learn team building and leadership skills.

**Where there's a will.** (Northbrook, IL: Video Arts, 1987) 29 minutes. Includes leader's guide. Call # VT 0301

Teaches leadership skills designed to build staff confidence and motivation in their jobs.

**Would I follow me?** (Los Angeles, CA: Video Visions, 2003) 18 minutes. Call # VT 1146

Demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership.

## **LISTENING SKILLS**

**Breakthrough listening.** (Des Moines, IA: Excellence in Training Corporation, 1993) 19 minutes. Includes leader's guide. Call # VT 0512

Demonstrates the value of enlarging our listening as a tool to identify opportunities and possibilities. It teaches how to become aware of the type of listener people are and offers the viewer awareness of the benefits of listening on their productivity.

**Listening leaders.** (Northbrook, IL: Video Arts, 1989) 30 minutes. Includes viewer's guide. Call # VT 0203

Shows how an effective customer listening service works to provide access to customers; how to gather and to integrate complaints, comments, inquires, and systematically to feed information back to the appropriate manager.

**Peter Senge: strategies for success.** (Bethesda, MD: N.A.K. Production Associates, 1996) 35 minutes. Call # VT 0715

Video examines how to apply the principles of the learning organization.

## **MANAGEMENT TECHNIQUES**

**Building one minute management skills with Kenneth Blanchard.** (Des Plaines, IL: Video Publishing House, 1985) 30 minutes. Includes study guide. Call # VT 0288

Based on the book "*The One Minute Manager*" by Ken Blanchard and Spencer Johnson. Discusses management techniques which lead to increased productivity and corporate profit.

**Everything you always wanted to know about management.** (West Des Moines, IA: American Media Inc., 1994) 25 minutes. Includes guide. Call # VT 0252

A course designed to equip managers with the knowledge essential to getting results. Information contained in the source can provide managers with a specific approach to improving their management practices. Outlines how to organize, plan and prioritize, delegate tasks and define desired results, communicate facts and figures in a positive results-oriented manner, discipline poor employee performance, and help employees motivate themselves to grow and learn, and accomplish goals.

**Learning to think like a manager.** (Carlsbad, CA: CRM McGraw-Hill Films, 1983) 25 minutes . Includes leader's guide. Call # VT 0306

Chronicles the experiences of two new managers during their first three months on the job. Discusses the mistakes each makes, how to avoid these common pitfalls, and suggests an active role for upper management in training new managers. Stresses that becoming an effective manager takes time, as well as willingness to listen and learn.

**Managing ME.** (DVD) (Video Visions Inc., 2008) 16 minutes. CALL#: VT 1166

Six vignettes depict various problem situations in the workplace. Viewers are presented with 2 options for each situation: reacting with one's gut (impulse) or one's head (reason). This video demonstrates the wisdom of reacting with reason as follows: teach, don't attack; mediate, don't take sides; solve, don't blame; open doors, don't close them; negotiate, don't argue; confront, don't avoid.

## **MEETINGS**

**The invisible meeting: how productive was your last conference call?** (Los Angeles, CA: Video Visions, 2009) 18 minutes, 1 DVD, 1 CD and training leader's guide. Call # VT 1182

This film demonstrates six effective techniques for making your conference calls more productive. It demonstrates the challenges and the virtual rules that both participants and meeting organizers need to know.

**Making meetings work: a five step plan.** (Chicago, IL: Encyclopedia Britannica Educational Corporation, 1985) 18 minutes. Includes teacher's guide. Call # VT 0304

Management consultant Larry Hall introduces five basic steps that will lead to meetings that produce results, build team trust, increase creative thinking, and encourage commitment to team decisions.

**Mining group gold: the quality approach to group interaction.** (Carlsbad, CA: CRM Films, 1992) 25 minutes. Includes leader's guide. Call # VT 0831

Mr. Kayser reveals documentary coverage of actual team meetings where "group gold" is being mined at Xerox, Johnson & Johnson, and BOCES. Viewers learn a systematic method to drawing the best collaboration and contributions from every team member.

## ***MORALE***

**Who's responsible?** (Chicago, IL: Encyclopedia Britannica Educational Corporation, 1983) 12 minutes. Call # VT 0441

A dramatization about a worker who becomes a scapegoat when things go wrong at the office. Designed to help viewers recognize and eliminate negative attitudes about responsibility.

## ***MOTIVATION***

**After the hire: retaining good employees.** (Des Moines, IO: Vivid Edge Productions, 1999) 21 minutes. Includes guide. Call #: VT 1054

Covers performance expectations and measurements, when to give and get feedback, rewards and recognition, and challenges and opportunities.

**Brain power.** (New York, NY: Learning Corporation of America, 1982) 12 minutes. Call # VT 0411

John Houseman reveals three key principles of perception - recognition, interpretation, and expectation - as shown through a series of mental challenges. Designed as a leadoff film to meetings to turn sessions into genuine interchanges of alert minds.

**Continuous motivation.** (Seattle, WA: Right Brain Video, Inc., 1997) 23 minutes. Call # VT 0995.

Takes the manager through a clear, step-by-step process of making his plan and putting it into action. Points out that different people are motivated by different things, and managers must know what performance they want to reinforce.

**Dealing with different personalities.** (Lake Orion, MI: Britannica, 1987) 14 minutes. Call # VT 0434

Helps managers learn to treat each employee as a unique person, according to his or her individual personality. Managers should foster teamwork, communication, and productivity by motivating their employees, both as individuals and as a member of the team.

**Fish! Catch the energy, release the potential.** (Burnsville, MN: ChartHouse International Learning Corporation, 1998) 17 minutes. 1 video, facilitator's guide and one playbook. Call #: VT 1132.

Shows employees how to generate the energy needed for a high morale work environment. Highlights four main concepts: play, make their day, be there, choose your attitude. Also portrays the playful atmosphere necessary for creativity to flourish.

**Fish! culture: essential conversations that transform your organization.** ChartHouse Learning International Corporation, 2006) 18 minutes. Includes 1 dvd, 1 audio cd, facilitator's guide and a personal workbook. Call #: VT 1165

Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude with them each day. Watch the employees of Pike Place Fish Company do their jobs while you learn more about the Fish! philosophy: Play, Make Their Day, Be There, Choose Your Attitude.

**I'm glad you noticed!** (West Des Moines, IA: American Media Incorporated, 1985) 17 minutes. Includes leader's guide. Call # VT 0297

Illustrates how balancing praise with criticism as a management technique, and positive feedback will increase motivation performance.

**Improving performance Through empowerment.** (West Des Moines, IA: American Media Incorporated, 1998) 18 minutes. Call # VT 0973

Teaches managers why empowering employees to take charge, make decisions and solve problems on their own will promote growth, strengthen skills and produce better results.

**Painless performance improvement** (Seattle, WA: Media Partners Corporation, 2004) 23 minutes. Includes a manager's workbook and a CD-ROM. CALL # VT 1153

Provides managers with a simple and proven technique to help team members improve their own performance without the drama, conflict, or pain often associated with performance issues.

**The supervisor motivating through insight.** (Hollywood, CA: National Educational Media, 1971) 10 minutes. Call # VT 0456

Shows how a supervisor must develop insight into human emotions and examine his goals and his employee's goals in order to induce movement, growth, and cooperation from within an employee.

**That's not my problem.** (West Des Moines, IA: American Media Inc., 1993) 8 minutes. Includes discussion guide. Call # VT 0509

This animated video program shows what can result from people not taking responsibility for situations. It is designed to motivate your employees to acknowledge problems and act on them before they get out of hand.

**NEW Would I inspire me?** (Los Angeles, CA: Video Visions Inc., 2007) 16 minutes, 1 DVD and training leader's guide. Call # VT 1177

What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behavior that any well-intentioned leader can emulate, as this program demonstrates. The video follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organization, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that -- in words and actions -- to everyone on his team

## **ORGANIZATIONAL CHANGE**

**The change masters: understanding the theory.** (Chicago, IL: Encyclopedia Britannica Educational Corporation, 1987) 29 minutes. Call # VT 0435

Dr. Rosabeth Moss Kanter identifies "change masters" as individuals and companies who anticipate change and respond with new ideas. She describes the seven ingredients that are essential to successful change masters, and explains how to create the kind of environment that builds innovation and permits acceptance to change.

**The power of vision.** (Burnsville, MN: Charthouse Learning Corporation, 1990) 30 minutes. Includes leader's guide. Call # VT 0179

Joel A. Barker shows us how a positive vision of the future is essential for providing meaning and direction to the present. He demonstrates how a meaningful vision empowers us to solve problems and accomplish goals.

**Changes.** (West Des Moines, IA: American Media, Inc., 1989) 14 minutes. Includes leader's guide. Call # VT 0180

Confusion, depression, and fear often accompany change. Whether it's change at work or at home, people often feel alone in their situation. This helps staff better understand feelings during change. It will show them the ACT principle - a step-by-step method for dealing positively with change.

**Discovering the future: the business of paradigms.** New expanded 2nd edition. (Burnsville, MN: Charthouse Learning Corp., 1989) 38 minutes. Call # VT 0201

Clear explanation designed to assist in the understanding of paradigms, rules we take for granted, and their influence in organizations. Joel Barker explores how hidden barriers to new ideas limit our ability to successfully anticipate the future.

**NEW Jump! meeting opener.** (Carlsbad, CA: CRM Learning, L.P., 2004) 1 DVD and 1 page discussion guide, 3 minutes. Call # VT1181

Using dynamic skydiving footage to create a metaphor between jumping out of an airplane and taking the leap into a new change, this film asks you to consider viewing change as a cycle you must work through, and ultimately as an opportunity instead of a threat.

**Managing change: module 16.** (Richmond, VA: International Training Consultants, Inc., 1985) 2 videocassettes, 21 minutes total. Call # VT 0436

Teaches supervisors how to effectively manage the effects of change on their work groups. Part 1: But we shall all change: modeling vignette (15 min.); Part 2: Interactive vignettes (16 min.)

**Managing the journey: understanding and implementing change with Dr. Ken Blanchard.** (Des Plaines, IL: Video Publishing House, Inc., 1989) 76 minutes. Includes leader's guide and study guide. Call # VT 0431

Dr. Blanchard describes four levels of change and his view on leadership, direction, coaching, supporting, and delegating. Part 1 - Understanding change from the receiver's point of view. Part 2 - Implementing change from the leader's point of view.

**NEW Ready, set, CHANGE! Reacting smarter. Adapting faster. Engaging together.** (Des Moines, Iowa: VisionPoint Productions, 2008.) 30 minutes, 1 DVD, 1 videotape and 1 loose-leaf folder. Call # VT 1169 and VT 1170



There is virtually no aspect of life that is untouched by change today, and organizations and their workforces are no exception. ...is designed to increase change competency among all employees at all levels so your organization will be better able to respond and adapt to change quickly and with less disruption to productivity. This program provides a clear and practical strategy that will help participants understand, respond to and then commit to organizational change. Participants will experience three discussion-trigger video examples of realistic workplace situations involving change. Each example incorporates key learning points for them to apply back on the job.

**Paradigm pioneers.** (Burnsville, MN: Charthouse Learning Corporation, 1992) 30 minutes. Includes guide. Call # VT 0013

Joel Barker explores the nature of paradigm pioneers and shows you how to better anticipate the changes and innovations that occur every day.

**Resilience: A change for the better.** (Los Angeles, CA: Mentor Media, 1993) 15 minutes. Call # VT 0008

Offers insights and practical advice on how to increase resilience to organizational change. Five qualities are stressed: being positive, focused, flexible, organized, and proactive.

**Taking charge of change.** (Carlsbad, CA: CRM Learning, 2004) 34 minutes. Call #: VT 1149  
DVD Call #: VT 1178 and VT 1176

Shows employees the skills necessary to understand and support change initiatives in the workplace. It identifies three stages of internal transition to allow employees to productively guide themselves through organizational change.

## ***PERSONNEL MANAGEMENT***

**Legal and effective performance appraisals.** (Virginia Beach, VA: Coastal Video Communications Corp., 1995) 29 minutes. Includes booklet. Call # VT 0832

Explains the purpose of performance appraisals and describes how to implement an effective performance appraisal system.

**Legal and effective employment terminations.** (Virginia Beach, VA: Coastal Video Communications Corp., 1996) 28 minutes. Includes guide. Call # VT 0759

Informs managers of the legal and procedural issues involved in employee termination.

## ***PROBLEM SOLVING***

**Problem solving: a process for managers.** (Chicago, IL: National Educational Media, 1981) 21 minutes. Call # VT 0427

Introduces problem solving techniques beginning with defining a problem, working it through a cause and effect chain, discovering a reasonable explanation, and checking all facts before trying to correct the problem.

**Problem solving strategies: the Syntectics approach.** (Carlsbad, CA: CRM McGraw-Hill Films, 1980) 28 minutes. Includes leader's guide. Call # VT 0308

Shows a problem-solving session held at Synectics, Inc., a consulting firm specializing in creative problem solving solutions. Presents strategies to stimulate organizational creativity and streamline problem solving.

## ***PUBLIC SPEAKING***

**Be prepared to speak: the step-by-step video guide to public speaking.** (San Francisco, CA: Kantola- Skeie Productions, 1985) 27 minutes. Call # VT 0410

Demonstrates techniques for preparing and practicing speeches. Follows one speaker's progress through the process of speechwriting, speech presentation, and control of stage fright.

**Speaking effectively, to one or one thousand.** (Carlsbad, CA: CRM Films, 1992) 24 minutes. 1 video, 1 DVD and Includes guide. Call # VT 0305 and VT 1168

This video describes the four main components of public speaking: mental, visual, vocal, verbal. It shows how each makes the speaker more comfortable and effective before any audience.

## ***REWARDS***

**The rewards of rewarding.** (Beverly Hills, CA: Roundtable Films, 1973) 24 minutes. Includes two guides. Call # VT 0299

Explains to supervisors how to use rewards as a management tool. Tells about a foreman of a ranch who is out of touch with a worker's real needs and shows how a wise and experienced ranch cook teaches how and when to show appreciation to subordinates.

## ***SAFETY***

**Modern driving hazards road rage, cell phones and other hazards.** (Santa Ana, CA: American Training Resources, 2000) 19 minutes. Includes leader's guide. Call # VT 1139

Discusses road rage and the safe use of communication devices (cell phones, computers, and fax machines) while operating a motor vehicle. (NOTE: Filmed in Columbia, South Carolina.)

## ***SEXUAL HARASSMENT***

**All the wrong moves: sexual harassment in the workplace.** (Buffalo, NY: Kinetic Films, 1987) 23 minutes. Includes leader's guide. Call # VT 0209

Deals with straightforward situations and with gray areas of interpretation of sexual harassment. Shows supervisors how to deal with and overcome sexual harassment cases once they arrive in the workplace.

**Harassment & discrimination in the workplace: It's not just about sex anymore.** Des Moines, IA: VisionPoint Productions, 2002. 17 minutes. Includes facilitator's guide and participant workbook. Call # VT 0122

Illustrates situations that may leave your employees and your organization open to lawsuit. Shows how harassment and/or discriminations can be based on such things as: race or national origin, religion, sex or sexual orientation, disability, marital status, and political affiliation.

**Harassment: keeping it out of the workplace.** (Santa Ana, CA: American Training Resources, Inc., 1998) 18 minutes. Call # VT 1007

Six vignettes define and discuss the most common forms of harassment and will suggest methods and actions that can be taken to help eliminate its occurrence.

**A matter of respect.** (Niles, IL: United Training Media, 1994) 17 minutes. Includes presenter's guide. Call # VT 0250

A series of vignettes depicting various forms of harassment in the workplace. Borrowers should preview this video before using. The content requires some preparation and planning in order for it to be an effective training tool.

**A Policy is not enough.** (Santa Ana, CA: American Training Resources, Inc, 2000) 17 minutes, leaders guide and participant manual. Call # VT 1127

Reviews importance of familiarizing themselves with organization policy and the law in promoting a respectful workplace. Reviews key steps that employees must follow to keep the workplace harassment-free, where employees feel comfortable and safe.

**Sexual harassment: it's no game.** (Albany, NY: Center for Women in Government, 1987) 33 minutes. Includes trainer's manual. Call # VT 0202

Using scenes from the television police series Cagney and Lacey, a simulated training session shows how both supervisors and employees can be brought to an awareness of what sexual harassment is, that it's illegal and harmful to business, and what can be done about it.

**Sexual harassment: that's not in my job description.** (Dayton, OH: Philip Office Associates, 1981) 20 minutes. Includes leader's discussion guide. Call # VT 0423

Explains EEOC guidelines and details steps employees and managers can take to stop harassment and protect themselves from lawsuits.

**We need to M.E.E.T. managing for respect in the workplace.** (Des Moines, IA: VisionPoint Productions, 2003) 29 minutes. Call #: VT 1147

Teaches managers how to recognize, respond to, and resolve day-to-day workplace situations that can rise out of cultural differences. It will help managers know how to promote a respectful and inclusive working environment while maintaining their organization's laws, policies and values.

**With all due respect: promoting a respectful workplace.** (Santa Ana, CA: American Training Resources, 2000) 18 minutes. Includes leaders and participant guide. Call #: VT 1116

Reviews diversity issues the right of every employee to work in a respectful environment, and to know the different types of sexual harassment. The video presents methods for stopping harassment.

## **STRESS MANAGEMENT**

**Managing stress.** (Carlsbad, CA: CRM/McGraw-Hill Films, 1989) 26 minutes. Includes leader's guide. Call # VT 0140

Explores the types of tensions that are generated from within an individual and from within organizations. Shows how stress can be curbed on the job and how it can be handled to actually increase productivity.

## **SUGGESTION SYSTEMS**

**The power of suggestion: think about it.** (Chicago, IL: National Association of Suggestion Systems, 1988) 12 minutes. Call # VT 0440

Designed for employees, it emphasizes the importance of the participation of every employee to improving organizational effectiveness and bringing about positive changes within the workplace.

**The power of suggestion: turn it on.** (Chicago, IL: National Association of Suggestion Systems, 1988) 12 minutes. Call # VT 0439

Designed for managers, it emphasizes ways of nurturing an idea and bringing it to fruition. It also shows managers how to encourage creativity in the workplace.

## **SUPERVISION**

**After all, you're the supervisor.** (Carlsbad, CA: CRM Films, 2002) 39 minutes plus leader's guide, participant workbook, CD-ROMs and Powerpoint presentation CD-ROM. Call # VT 0190

A comprehensive training program for new and seasoned supervisors alike and provides an array of tools for use in training sessions and as follow-up to help keep training fresh. Teaches the nine components of supervisory success.

**Eye of the supervisor.** (Chicago, IL: National Educational Media, 1987) 12 minutes. Call # VT 0428

It follows the changes that a newly promoted supervisor undergoes as she learns to recognize the employee's need for approval; the need for security and job confidence through adequate preparation and consistent standards; the need for acceptance and respect that comes from a listening, caring supervisor.

**Everything you always wanted to know about supervision.** (West Des Moines, IA: American Media Incorporated, 1986) 30 minutes. Call # VT 0425

Describes basic management skills necessary to effective employee supervision.

**More skills for the effective supervisor.** (Watertown, MA: American Management Association, 1985) 30 minutes. Includes training leader's guide and course guide. Call # VT 0289

Presents a series of vignettes showing how a new employee learns about the dual supervisory responsibilities of self-management and managing others. Focuses on time management, making good judgment, training people on the job, and giving feedback.

**The new supervisor.** (Watertown, MA: American Management Association, 1988) 2 videocassettes, 120 minutes plus leader's guide and participants workbook. Tape 1: Management of Work. Tape 2: Management of Others. Call # VT 0426

Purpose is to give new supervisors the opportunity to learn and practice some of the skills essential to success as a new supervisor.

**Why employees don't do what they're supposed to do.** (Hollywood, CA: Cally Curtis, Co., 1988) 25 minutes. Includes guide. Call # VT 0205

Offers practical ideas on how managers can prevent many employee performance and productivity problems before they occur. Outlines three steps: be proactive, not reactive; know common reasons for non-performance; take preventive action to maintain performance.

## **TEAM BUILDING**

**Emotional intelligence.** (Carlsbad, CA: CRM Learning, 2001) 40 minutes, 2 videocassettes. Call #: VT 1148

Focuses on interviews with emotional intelligence team members, illustrating how EI can be integrated into the workplace to enhance other knowledge and technical capabilities.

It illustrates how organization such as Kaiser Permanente, State Street Bank, and Nichols Aluminum are accessing the power of emotions to create better, more productive teams and team members.

**Employee 101: respecting the team.** (Kirkland, WA: Right Brain Video, 1998) 19 minutes. Includes guide. Call #: VT 1057

Covers issues in the workplace that may cause discomfort and how to avoid those situations, focusing on how to work with others in a team environment.

**Team building.** (Carlsbad, CA: CRM Films, 1995) 19 minutes. Call # VT 0251

Outlines necessary steps to follow and describes common pitfalls to avoid in order to change a group of people into an effective team. Encourages managers and team members to recognize problem areas within their teams and to pinpoint ways to solve the problems.

**Team nightmares.** (West Des Moines, IA: American Media Inc., 1998) 47 minutes. Includes pocket guide. Call # VT 0830

Split onto two videos, this package starts with lessons on clarifying the team's purpose, channeling conflict away from the team goal, keeping communication on an upswing, and drawing participation from the group. Ten vignettes show a variety of behaviors that can disrupt teams and how to prevent them.

**Team player.** (West Des Moines, IA: American Media Inc., 1992) 21 minutes. Includes guide. Call # VT 0053 & VT 0054

This program teaches individuals to work together more effectively as a team and to take responsibility when problem solving, brainstorming, or decision making.

**That's not my problem.** (West Des Moines, IA: American Media Inc., 1993) 8 minutes. Includes discussion guide. Call # VT 0509

This animated video program shows what can result from people not taking responsibility for situations. It is designed to motivate your employees to acknowledge problems and act on them before they get out of hand. Useful for an icebreaker or meeting starter.

## **TELEPHONE TECHNIQUES**

**Are you with me? Common courtesy on the phone.** (Portland, OR: CMD Publishing, 1998) 22 minutes. Includes booklet. Call # VT 1006.

Demonstrates all aspects of telephone use: inbound, outbound, customer service, sales, and general office use. Illustrates a simple, easy-to-remember concept: treat the person on the phone as though they were there in the same room with you.

**Basic basic telephone skills.** (St. Louis, MO: Telephone Doctor, 1992) 18 minutes and leader's guide. Call # VT 0050

Addresses the foundation of answering the telephone in a professional environment.

**How to handle the irate, angry, rude, unhappy and sometimes abrasive caller on the phone.** (St. Louis, MO: The Telephone Doctor, 1989) 10 minutes. Includes guide. Call # VT 0191

Offers tips and ideas on how to handle the irate, angry, rude and sometimes abrasive caller. Also includes ASAP techniques and what to do if a customer starts swearing.

**Telephone courtesy pays off.** (West Des Moines, IA: American Media Inc., 1991) 19 minutes. Includes guide. Call # VT 0051

Demonstrates effective ways of handling incoming calls and stresses the importance of courtesy.

**Making your voice heard.** (Princeton, NJ: Films for the Humanities, Inc., 1988) 10 minutes. Call # VT 0415

Focuses on the telephone as an effective tool for managing time, information, and problem solving. A business' public image begins with the telephone, and is communicated every time an employee makes or receives a phone call.

## **TIME MANAGEMENT**

**Managing your time.** (Princeton, NJ: Films for the Humanities, Inc., 1988) 18 minutes. Call # VT 0416

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Highlights the importance of time planning and provides good tips on being well organized.

**The time of your life.** Revised updated edition. (Hollywood, CA: Cally Curtis, 1985) 27 minutes. Includes guide. Call # VT 0133

Suggests techniques for managing time so that more work can be accomplished with less effort. Based on Alan Lakein's book "*How to get control of your time and your life*".

**The time trap.** (West Des Moines, IA: American Media Incorporated, 1981) 30 minutes. Includes leader's guide. Call # VT 0296

Dr. Alec MacKenzie, author of the best selling book **The time trap**, presents the top 15 time wasters and dramatically demonstrates techniques designed to help us manage ourselves more effectively.

**Time: the next dimension of quality.** (Watertown, MA: American Management Association, 1993) 18 minutes. Includes leader's guide. Call # VT 0006

Video demonstrates how time-based principles can be applied in the office with tangible, measurable results.

## ***TOTAL QUALITY MANAGEMENT***

**Excellence in the public sector.** (Boston, MA: Enterprise Media, 1989) 53 minutes. Call # VT 0403

Tom Peters shows how to become successful through good management: motivating workers through recognition; celebrating small wins; encouraging employee participation in management; listening to the customer; knowing and reinforcing the organization's mission.

**The fizzle factor.** (Schaumburg, IL: Video Publishing House, 1992) 17 minutes. Includes leader's guide. Call # VT 0012

Identifies the pitfalls to avoid when implementing a quality service program.

**I know it when I see it: a modern fable about quality.** (Watertown, MA: AMA Film/Video, 1986) 18 minutes. Includes leader's guide. Call # VT 0283

Based on the book of the same title by John Guaspari. Tells employees that quality means having a product which meets the customer's expectations.

**Management's five deadly diseases: a conversation with Dr. W. Edwards Deming.** (Chicago, IL: Encyclopedia Britannica Educational Corporation, 1984) 16 minutes. Includes teacher's guide. Call # VT 0303

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Dr. Deming describes aspects of American management style that adversely affect productivity and diminish American capacity for competitiveness.

**Memory Jogger Plus Series.** (Methuen, MA: GOAL/QPC, 1991) 8 videocassettes; includes guides. Each video must be reserved separately. (Limit of 2 checked out at one time applies.)

Overview ( part 1). Call # VT 0023

Presents an overview to the Memory Jogger series. 10 minutes.

Affinity diagram (part 2). Call # VT 0024

Affinity diagram tool gathers large amounts of ideas, opinions, and issues and organizes it into groupings. 33 minutes.

Interrelationship digraph (part 3). Call # VT 0025

Interrelationship digraph tool takes a central idea, issue, or problem and maps out the logical or sequential links among related items. 26 minutes.

Tree diagram (part 4). Call # VT 0026

Tree diagram tool maps out in increasing detail the full range of paths and tasks that need to be accomplished in order to achieve a primary goal. 29 minutes.

Prioritization matrices (part 5). Call # VT 0027

Prioritization matrices tool prioritizes task based on known weighted criteria using a combination of tree and matrix diagram techniques. 33 minutes.

Matrix diagram (part 6). Call # VT 0028

Matrix diagram tool organizes large numbers of pieces of information such as characteristics, functions and tasks into sets of items to be compared. 19 minutes.

Process decision program chart (part 7). Call # VT 0029

Explains a method of mapping out possible events and contingencies that can occur in any implementation plan. 23 minutes.

Activity network diagram (part 8). Call # VT 0030

Activity network diagram tool is used to plan the most appropriate schedule for the completion of any complex task and all of its related sub-tasks. 30 minutes.

**Quality in the Office.** (Watertown, MA: American Management Association, 1992) 20 minutes. Includes leader's guide. Call # VT 0052, 0511

Through candid interviews John Guaspari shows employees how they can improve their work processes using five key quality principles as a framework.

**Quality service in the public sector.** (West Des Moines, IA: American Media, 1993) 24 minutes. Includes leader's guide. Call # VT 0508

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Helps employees improve their customer service skills and create satisfied customers with every encounter.

**Quality: you don't have to be sick to get better.** (West Des Moines, IA: American Media, 1993) 22 minutes. Includes course materials guide. Call # VT 0510

Fred learns the four points for quality improvement presented by Dr. Richard Chang. He initially meets resistance from his co-workers when he tries to implement them but then meets with them to gain an understanding of their needs and expectations.

**Tools for continuous improvement series.** (Two versions available: healthcare and industrial) (Brentwood, TN: Executive Learning, 1991) 5 videocassettes and guides. Each video is reserved separately.

The flowchart: picture of a process. Call # VT 0058, 0020

Introduces viewers to the concept of flowcharting a process. After watching this video, viewers will be able to use standard flowcharting symbols, use six steps to create a flowchart, describe three approaches to developing a flowchart, and explain how flowcharting helps a team understand a process. 12 mins.

The cause and effect diagram: understanding the why's. Call # VT 0056, 0018

Introduces viewers to the concept of complex casual relations. After watching this video, viewers will be able to use the elements of a cause and effect diagram, use seven steps in developing a cause and effect diagram, and describe how diagramming helps a team understand the causes which contribute to the effect. 13 mins.

Team meeting skills. Call # VT 0060, 0022

Introduces viewers to the concept of a meeting as a process to be defined and improved. After watching this tape, viewers will be able to use the seven-step meeting process, use special meeting roles to improve meeting effectiveness, and describe the importance of using a defined meeting process that includes steps and roles. 17 mins.

Idea generating tools. Call # VT 0059, 0021



Introduces viewers to the concept of idea generation as an important step in decision making. After watching this tape, viewers will be able to use brainstorming and nominal group techniques to generate a long list of ideas. 15 mins.

Consensus decision making. Call # VT 0057, 0019

Introduces viewers to the concept of consensus decision making. After watching this video, viewers will be able to use multiple voting to reduce a long list of ideas, use rank ordering with a list of ten or fewer ideas to get a visual display of the degrees of agreement among team members, and use structured discussion to lead a group to consensus decision. 23 mins.

**Understanding & using the 1998 Malcolm Baldrige National Quality Award criteria.** (Blountville, TN: David McClaskey, 1998) 9 tapes, 8 hr 51 min total.

Tape 1 - Introduction; Why use the Baldrige for improvement; History and current use of the Baldrige; Overview of the Baldrige. 40 minutes. Call # VT 0868

Tape 2 - Assessing results items; Assessing approach/deployment items; Baldrige scoring system. 68 minutes. Call # VT 0869

Tape 3 - Using the Baldrige to improve; Writing a Baldrige application; Changes in the 1998 criteria. 63 minutes. Call # VT 0870

Tape 4 - Leadership; Strategic planning; Customer and market focus; Information and analysis. 81 minutes. Call # VT 0871

Tape 5 - Human resource focus; Process management; Business results. 49 minutes. Call # VT 0872

Tape 6 - Preparing for and executing site visit as examiners; Preparing and executing a site visit for the examiners; Using the feedback report; Role of examiners and senior examiners; Benefits of applying to state awards; Benefits of being a state or national examiner. 58 minutes. Call # VT 0873

Tape 7 - Statistical thinking: understanding variations; Statistical thinking: variations and business implications. 80 minutes. Call # VT 0874

Tape 8 - Improvement cycles: the road to excellence; Ten hints to getting business results from TQM. 55 minutes. Call # VT 0875

Tape 9 - World class problem solving; Linking quality efforts to business results. 47 minutes. Call # VT 0876

**Why quality?** (Watertown, MA: AMA Film/Video, 1987) 23 minutes. Includes leader's guide. Call # VT 0285

Explains through five key points why quality is so important in business.

**The winning formula: successful management in the 1990's.** (Boston, MA: Enterprise Media, 1988) 50 minutes. Includes workbook. Call # VT 0408

The winning combination of product quality, customer service, and employee partnership is covered in case studies from Remington Razors, Pepperidge Farms, Inc., and Celestial Seasons Teas Co.

## **TRAINING**

**You'll soon get the hang of it: the technique of one to one training.** (Tuxedo, NY: Video Arts, 1981) VHS, 28 minutes, leader's guide and booklet. Call # VT 0178

Shows how to train on a one to one basis; gives tips on preparing for a training session and covers how and why people learn.

### ***VIOLENCE IN THE WORKPLACE***

**Managing conflict in the workplace.** (Santa Ana, CA: American Training Resources, Inc., 1999) 19 minutes. Includes booklet. Call # VT 1045

Managers and supervisors become familiar with proven methods on how to avoid workplace violence by diffusing workplace conflict.

**Workplace violence: recognizing and defusing aggressive behavior.** (Chatsworth, CA: American Training, Resources, Inc., 1994.) 27 minutes and manual. CALL #: VT 0709

Features a series of vignettes that will help you to learn specific, practical steps in recognizing, defusing and preventing violence within your organization. Common causes of violent and aggressive behavior are discussed along with the common warning signs that signal the potential for a violent incident.